

AV SUPPORT TECHNICIAN

Estates Division

Closing Date: 5th May 2024
Job Reference: BA41316



AV SUPPORT TECHNICIAN

Salary:

£29,605 - £33,966 pa

Staff Group:

Assistant

Contract:

Permanent

Location:

Cambridge

Faculty / Department:

Estates Division

Purpose of the role

Working under supervision of the Senior AV Technicians and reporting to the AV Manager, this customer focused role provides a user centric support to the AV infrastructure and IT equipment installed in the University's centrally managed classrooms, lecture theatres and meeting spaces, ensuring they are supported in a proactive way. The role holder will provide a prompt, structured response and resolution to AV related issues & requests. The role holder will provide technical advice and guidance to staff in the appropriate use and operation of AV equipment.

The role holder will operate AV equipment for high profile events and conferences, within the University's centrally managed lecture theatres. Carrying out preventative maintenance and assisting with the resolution of technical faults, to minimise disruption to university teaching and operations.

The role holder will escalate any AV or IT incidents to the Senior AV Technicians or AV Manager as appropriate.



Key Responsibilities

Customer Service Support

- Provide customer facing technical support for teaching spaces, receive and handle requests for support from facilities support staff or teaching staff.
- Respond to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Undertake system administration work to support AV users remotely where required.
- Assist with second line investigation and diagnosis and promptly escalate unresolved issues as appropriate.
- Assist with initial and continuing AV orientation training for teaching space users and facilities staff as 1-to-1 or small group sessions.
- Contribute to the upkeep of support documentation.

Event Support

- Provide audio visual support to organised events, helping in their planning and operation.
- Operate AV and IT equipment in support of events services including, but not limited to: AV presentation switchers, PC's, Laptops, video cameras, streaming encoders, audio and video mixers, theatrical lighting desks, microphones and PA systems.
- Assist event organisers with stage rigging and furniture set ups.
- Help to maintain a catalogue of AV service offerings to customers.

Problem Management

- Escalate problems in AV systems to the Senior AV Technicians or AV Manager as appropriate.
- Assist with the implementation of agreed remedies and preventative measures

Incident Management

- Follow agreed procedures, identify, register and categorise incidents.
- Work to ensure continual service improvement.

System Maintenance

- Carry out maintenance on a wide range of AV equipment including, but not limited to: AV presentation switchers, control processors, matrix switchers, data projectors, visualisers, display screens, video cameras, audio and video mixers, theatrical lighting, microphones and PA systems.
- Assist with equipment tests and rectification of malfunctions, and document results in accordance with agreed procedures.
- Assist with AV equipment firmware updates.
- Assist with regular stock checks and checking against the Asset Register to ensure it is kept accurate and up-to-date, reporting discrepancies to the Senior AV Technicians or AV Manager.
- Assist and collaborate with colleagues from the University's Information Services lecture capture team, to ensure that the capture service is maintained and supported within the Centrally Managed teaching spaces.
- Carry out Portable Appliance Testing (PAT) for the teams equipment held in the workshop, office and hire stock.

Installation

- Install AV equipment in teaching spaces, under the direction of the Senior AV Technicians or AV Manager.
- Assist with the delivery a range of straightforward AV installation projects.
- Contribute to the development of local AV installation procedures.
- Work with site managers, third party contractors and AV integrators as required.
- Solder and terminate AV cabling and connections including: XLR, BNC and RJ45.
- Safe use of ladders, engineering tools and procedures in line with HSE Guidelines.

Digital Media Service & Equipment Hire

- Attend site surveys with clients to discuss their needs. Assist with the production/hire to achieve the desired outcome.
- Assist with audio and video recording, including lectures, events and interviews.
- Assist post production of captured footage, media conversion and export/distribution, including web upload, ensuring professional standards are maintained and clients' needs are met.
- Take booking requests for equipment hire.
- Prepare AV equipment, PAT testing before hand over for hire to the client.
- Assist with the delivery and set up of hire equipment.

Continuous Improvement

- Use AV knowledge to improve the delivery of services, focusing on efficiency, continuity and the user experience.
- Contribute to the development of processes and procedures for the delivery of AV solutions.
- Advise the Senior AV Technicians or AV Manager of changes to user requirements relating to equipment, spotting trends of increased use of certain facilities.
- Stay abreast of all relevant industry and technological developments in the market place and contribute to the development of the services offered to ensure they remain in line with industry trends and good practices.
- Follow best practice on AV security.
- Carry out own research and attend further training courses to develop AV knowledge

Planning and Organising

- Service requests for AV support to be prioritised accordingly to reduce disruption to University operations.
- Carry out work activities in order to meet short and medium term targets as agreed with the AV Manager.
- Use own initiative to set and prioritise targets effectively.
- Monitor lecture room bookings in anticipation of AV support requests.
- Keep AV workshop and stores tidy and organised. Ensure the correct storage of tools and equipment.
- Undertake other duties commensurate with the grade as required by the AV Manager or Senior AV Technicians.

Community Membership

- Actively contributes to the University AV and IT community in order to share knowledge, best practice, and technical expertise.
- Qualify for and maintain any professional AV certifications as appropriate.



Person Specification

Criteria	Essential	Desirable
Experience		
Experience within a customer focused technical environment.	x	
Able to demonstrate a working knowledge in current and emerging AV/IT technologies.	x	
Be proficient in the supporting and maintaining of current and past AV technologies, systems and associated software.	x	
Evidence of working at an operational level to deliver a technical solution.		x
Fundamental understanding of networking technologies in an AV system context.		x
Event or conference AV support experience.		x
Experience of filming, editing, post-production techniques, online video and live streaming.		x
Skills		
Fully computer literate with a thorough knowledge of key MS Office applications.	x	
Able to lift, carry and move AV equipment	x	
Ability to organise and prioritise own tasks.	x	
Able to communicate effectively and courteously both orally and in writing, at all levels.	x	
Highly enthusiastic with the ability to research, develop and maintain their own AV knowledge.	x	
Working knowledge of Mac operating system.		x
Working knowledge of Zoom and Teams.		x
Use of creative software packages, such as Adobe Creative Cloud or Final Cut.		x
Basic electronic workshop skills/ability to solder and terminate common AV connections.		x
Qualifications		
A level/NVQ vocational standard of education, in relevant subjects or equivalent practical experience gained in a comparable environment.	x	
City & Guilds certificate in Electrical Equipment Maintenance and Testing or equivalent experience of portable appliance testing.		x
Hold or be willing to work towards recognised AV industry qualifications or accreditations (e.g. CTS, Crestron, Extron		x

IOSH Working Safely Certificate.		x
Membership of professional AV bodies or organisations (e.g. Avixa).		x
Additional Requirements		
There will be a requirement for the role holder to be flexible in supporting all service delivery requirements, including occasional cover for support of events and teaching outside of normal working hours.	x	
Where required, the role holder will be supported and expected to advance their AV knowledge and experience, through attending relevant training courses, workshops, seminars and passing the required assessments.	x	

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	C
Communication	C
Innovation and Change	C
Negotiating and Influencing	D
People Development	C
Relationship Building	C
Strategic Focus	D

Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



Estates Division

The Estates Division at the University of Cambridge is a multi-disciplinary organisation responsible for the development, management and maintenance of the University estate, along with the provision of a variety of related services.

Our current operational estate (buildings used for teaching, research and administrative activities) is currently valued at £3 billion (Insurance Replacement Cost) and its broad and complex nature presents many demanding challenges, for example some buildings are 800 years old, Grade I Listed and protected by English Heritage, whilst others are new with highly sustainable building fabrics and buildings management systems.

Key areas we are responsible for include:

- Planning and managing the University's estate development programme.
- Project managing new build construction and the refurbishment/alteration of existing stock.
- Managing and maintaining the estate including residential accommodation and investment properties.
- Delivering a comprehensive facilities management service to the University.
- Managing catering outlets across the estate.
- Managing the operational and research facilities at the [University Farm](#).
- Promoting the University's environmental sustainability initiative, particularly with regard to reducing carbon emissions.



Terms of Appointment

Tenure and probation

The appointment will be made on a permanent basis. Appointment will be subject to satisfactory completion of a 6 month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, Monday to Friday.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment

has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References

Offers of appointment will be subject to the receipt of satisfactory references.

Screening Checks

The role requires a basic disclosure/standard Disclosure and Barring Service (DBS) check. Any offer of employment we make to you will be conditional upon the satisfactory completion of these checks, whether an outcome is satisfactory will be determined by the University. The nature of this role means that the successful candidate will also need to undergo a health assessment.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it

is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please email Estates Division HR on EDR@admin.cam.ac.uk

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and

deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMBens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMBens. CAMBens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available

here:

<https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

The University of Cambridge is committed to supporting our staff to thrive both professionally and personally. We aim to support a good work/life balance, whilst retaining the positive aspects of our unique in-person environment and culture. Elements of this role are suitable for hybrid working, where staff can split their time between in-person collaboration and remote working. The frequency of the remote elements of the role can be discussed with the recruiting manager.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

If you have any queries regarding the application process please email Estates Division HR on EDR@admin.cam.ac.uk.

The closing date for applications is: 5th May 2024



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